Part No. P0919430 03

# CallPilot

# Message Networking User Guide

NORTEL NETWORKS™

# CallPilot Message Networking User Guide


## Copyright © 2002 Nortel Networks

All rights reserved. 2002.

The information in this document is subject to change without notice. The statements, configurations, technical data, and recommendations in this document are believed to be accurate and reliable, but are presented without express or implied warranty. Users must take full responsibility for their applications of any products specified in this document. The information in this document is proprietary to Nortel Networks NA Inc.

The software described in this document is furnished under a license agreement and may be used only in accordance with the terms of that license. The software license agreement is included in this document.

## Trademarks

NORTEL NETWORKS is a trademark of Nortel Networks.

Microsoft, MS, MS-DOS, Windows, and Windows NT are registered trademarks of Microsoft Corporation.

All other trademarks and registered trademarks are the property of their respective owners.


P0919430 03

# CallPilot Message Networking User Guide

## About Message Networking

This guide explains how to use Message Networking with your personal mailbox. Message Networking links CallPilot or other voicemail systems at different locations.

### Digital networking and AMIS

Message Networking uses digital networking and Audio Message Interchange Specification (AMIS) to exchange messages.

#### Digital networking

Digital networking uses Transmission Control Protocol/Internet Protocol (TCP/IP) to enable the exchange of voice and Fax messages between users at different sites on a network.

**Note:** Any voice message that you use send over the Internet using digital networking can be subject to interception by unauthorized parties.

#### AMIS

AMIS provides voice messaging to mailboxes at different sites on a communication network. A network is a collection of offices, locations or sites connected by telecommunication links. Each site on the network must have AMIS to send, receive and reply to network messages.

## How Message Networking works

Sending a message across a network is as easy as sending a message down the hall. There are three ways to send a network message.

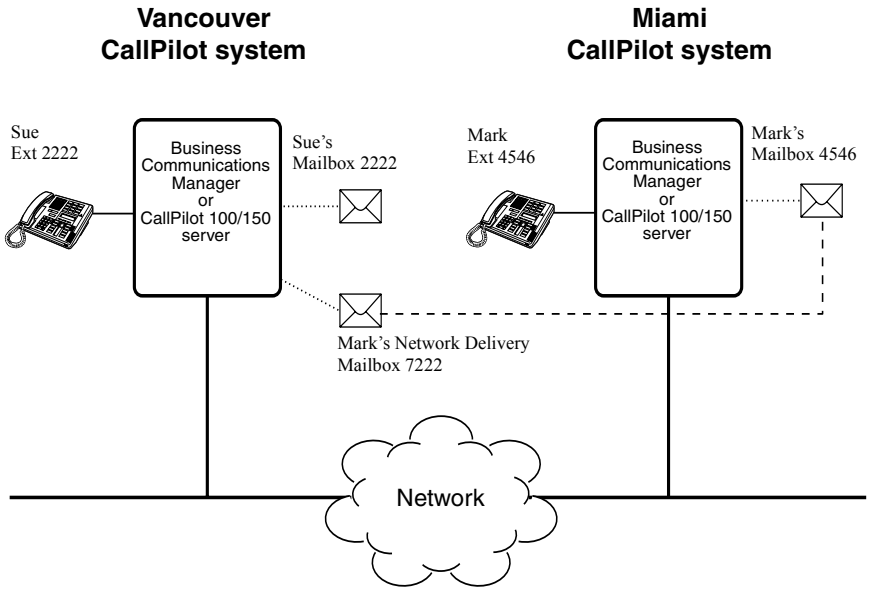
You can use:

- a Network Delivery Mailbox
- Site-Based Addressing
- Direct Addressing (available for AMIS only)

**Note:** Network messages can be composed and sent only from your mailbox.

You cannot send a network message by using the Leave Message feature ( 9 8 0 ).

## Sending a network message




The diagram Sending a network message shows how messages are sent between different company sites on the same network. In the example, Sue works in the Vancouver office and Mark works in the Miami office.

If Sue wants to send Mark a message, she can send the message using Site-Based Addressing, Direct Addressing, or to Mark's Network Delivery Mailbox. Since Mark has a Network Delivery Mailbox on the local Vancouver system, it is convenient for Sue to send the message to Mark's Network Delivery Mailbox.

Although Mark's Network Delivery Mailbox appears on the Vancouver system the message is automatically delivered to his mailbox in Miami. The network delivery information, such as the site prefix for the Miami site and Mark's mailbox number (4546) in Miami, is added to the Network Delivery Mailbox when you create it.

Sending a message to a Network Delivery Mailbox is as easy as sending a message to anyone at your site.

If Mark wants to send Sue a message, he must use Site-Based Addressing. Sue does not have a Network Delivery Mailbox on the Miami system.

Before Mark can send the message he needs to know the site prefix of the Vancouver site and Sue's mailbox number in Vancouver. The System Administrator can give Mark the Vancouver site prefix. After Mark records the message and enters the network delivery information, the network message is automatically delivered to Sue's mailbox.

## What you need to know to use Message Networking

You must know how to use CallPilot to send messages to mailboxes at other sites. This includes knowing how to open your mailbox, record messages, send messages and retrieve messages. For information about using CallPilot features, refer to the *CallPilot Quick Reference Guide* for the interface you use, or the *CallPilot Reference Guide*.

To use this guide, you must determine which phone interface you use, and follow the procedures for that interface. For information about determining which interface you use, refer to "Checking which mailbox interface you use" on page 6.

# Checking which mailbox interface you use

CallPilot supports the Norstar Voice Mail and CallPilot interfaces.

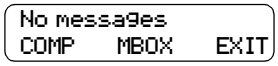
Use this procedure to check which mailbox interface you use, then follow the procedures that apply to your interface.

## To check which mailbox interface you use

1 Press [ ] 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.

2 Check the display to see which interface you use:

This is the Norstar Voice Mail interface.




This is the CallPilot interface.

3 Press [ ] to end the session.

# Sending a message using a Network Delivery Mailbox

Network Delivery Mailboxes make it easy to send messages to a mailbox at a remote location. The Network Delivery Mailbox makes sending a message across the country as easy as sending it down the hall. A Network Delivery Mailbox is a pre-programmed direct address to a mailbox at a different site on the network. Each Network Delivery Mailbox has a local mailbox number. The destination site user's name appears in the company directory.

To send a message using a Network Delivery Mailbox, you need the Network Delivery Mailbox number. Ask your System Administrator to give you a list of Network Delivery Mailboxes or create a Network Delivery Mailbox for you.

The messages you record must be longer than three seconds. The system times out after five seconds of silence.

## To send a message using a Network Delivery Mailbox- Norstar Voice Mail

**1** Open your mailbox using [✆] [9] [8] [1].
Follow the voice prompts or the display button options to open your mailbox.

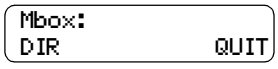
**2** Enter your mailbox password and press OK or [#].

**3** Press REC or [3].

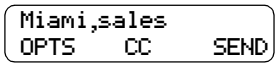
**4** At the tone record your message.

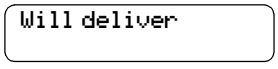
**5** Press OK or [#] to end the recording.

**6** Press OK or [#] to accept the recording.




**7** Enter the Network Delivery Mailbox number.



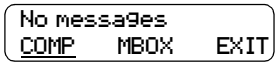




**8** Press SEND to send the message
or
press OPTS to assign message Delivery Options Certified, Urgent or Timed Delivery, or Private (for VPIM destinations only)
or
press CC to send the message to another recipient.

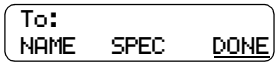
**9** Press [☎] to end the session.

## To send a message using a Network Delivery Mailbox - CallPilot

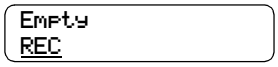
**1** Open your mailbox using [ ] 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.



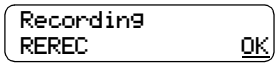

**2** Press COMP or 7 5 to open the Compose Message menu.




**3** Enter the Network Delivery Mailbox number and press DONE or #.

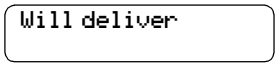



**4** Press REC or 5 to begin recording.




**5** Press OK or # when you are done.
You can press 7 0 to add message options.

**6** Press SEND or 7 9 to send the message.




**7** Press [ ] to end the session.

# Sending a message using Site-Based Addressing

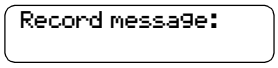
Site-Based Addressing lets you send a message to a mailbox at another location on the network. To use Site-Based Addressing to send a message, you must know the network address of the destination site and the mailbox number of the person you want to send the message to.

Ask your System Administrator for a list of destination sites on your network.

## To send a message using Site-Based Addressing - Norstar Voice Mail

**1** Open your mailbox using [ ] 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.

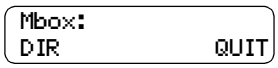
**2** Press REC or 3.



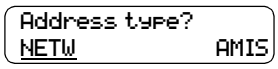

**3** At the tone, record your message.
The message you record must be longer than three seconds. The system times out after five seconds of silence.

**4** Press OK or # to end the recording.

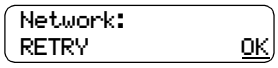
**5** Press OK or # to accept the recording.



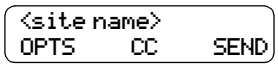

**6** Press # #.




**7** Press NETW.

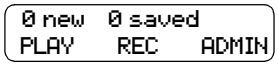



**8** Enter the destination site prefix and mailbox number and press OK or #.




**9** Press SEND to send the message as it is
or
press OPTS to assign message Delivery Options Certified, Urgent or Timed Delivery, or Private (for VPIM messages only)
or
press CC to send the message to another recipient.

**10** Press SEND to transmit the message.




**11** Press [ ] to end the session.

## To send a message using Site-Based Addressing - CallPilot

**1** Press [ ] 9 8 1.
Follow the voice prompts or display options to open your mailbox.

**2** Press COMP or 7 5 to open the Compose Message option.

```
To:
NAME   SPEC   DONE
```

**3** Enter the site prefix and the mailbox number and press OK or #.

```
Site:<xxxx>
```

**4** The display shows the destination mailbox name and mailbox number.

```
Dest mb:<xxxx>
```

```
To:
NAME   SPEC   DONE
```

**5** You can enter another address
or
press DONE or # if you are finished entering addresses.

```
EMPTY
REC
```

**6** Press REC or 5 and record your message at the tone.
The message you record must be longer than three seconds. The system times out after five seconds of silence.

```
Recording....
REREC          OK
```

**7** Press OK or # to end your recording
or
press REREC to erase and re-record your message.
You can press 7 0 to add message options.

```
Rec stopped
PLAY   DEL    SEND
```

**8** Press SEND or 7 9 to send the message.

# Sending a message using Direct Addressing

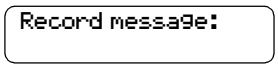
Direct Addressing lets you send a voice message to a mailbox at a different location on a network. To use Direct Addressing you must know the destination site phone number and the mailbox number of the person you want to send a message to. Direct Addressing is available for AMIS only. Ask your System Administrator for the destination site's phone number and mailbox numbers.

## To send a message using Direct Addressing - Norstar Voice Mail

**1** Press [Menu] 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.

**2** Enter your mailbox password and press OK or #.

**3** Press REC or 3.

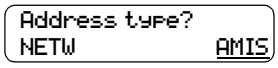



**4** At the tone, record your message.
The message you record must be longer than three seconds. The system times out after five seconds of silence.

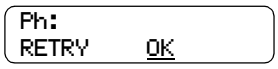
**5** Press OK or # to end the recording.

**6** Press OK or # to accept the recording.

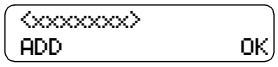
**7** Press # #.



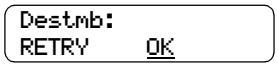

**8** Press AMIS.



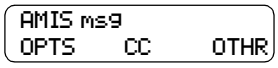

**9** Enter the destination site phone number and press OK.



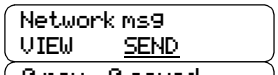

**10** Press OK or # to continue or press ADD or 2 to add special characters. See "Adding special characters" on page 21. Press OK or # when you are done adding special characters.



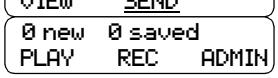

**11** Enter the destination mailbox number and press OK.




**12** Press OTHR to review or send the message
or
press OPTS to assign message Certified, Urgent, or Timed Delivery options, or Private (for VPIM addresses only)
or
press CC to send the message to another recipient.



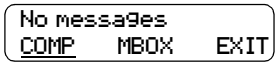

**13** Press SEND to transmit the message.




**14** Press [End] to end the session.

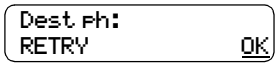
## To send a message using Direct Addressing - CallPilot

**1** Open your mailbox using [ ] [9] [8] [1].
Follow the voice prompts or the display button options to open your mailbox.

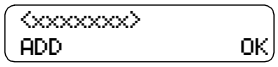



**2** Press COMP or [7] [5] to open the Compose Message menu.

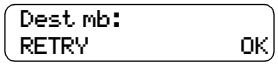
**3** Press SPEC or [1] [9]. This is the default number for special addressing and can be changed by the System Administrator.



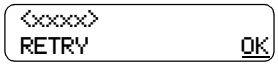

**4** Enter the phone number of the remote site and press OK or [#].



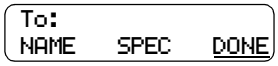

**5** Press OK or [#] to continue
or
press ADD or [2] to add special characters. See "Adding special characters" on page 21.
Press OK or [#] when you are done adding special characters.



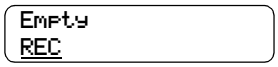

**6** Enter the mailbox number at the remote site.



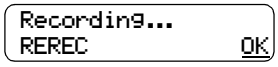

**7** Press OK or [#] to accept the mailbox number.




**8** Press DONE or [#]
or
enter another address to send the message to.

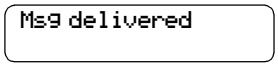



**9** Press REC or [5] to record your message.
The message you record must be longer than three seconds. The system times out after five seconds of silence.




**10** Press OK or [#] when you are done recording
or
press REREC or [5] to rerecord your message.
You can press [7] [0] if you want to add message options.

**11** Press SEND or [7] [9] to send the message.




**12** Press [ ] to end the session.

# Replying to network messages

You can reply to a network message using the Reply Feature. You must have the network Reply Feature enabled in order to reply to a message. For more information, ask your System Administrator.

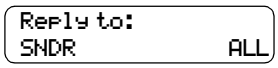
## To reply to a network message - Norstar Voice Mail

**1** Open your mailbox using [ ] 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.

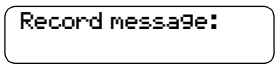
**2** Press PLAY or 2 to play your new messages
or
press 6 to listen to your saved messages.

**3** After you listen to the message, press REPLY.

**4** Press MSG.
If you are replying to a message with one recipient, go to step 5.
If you are replying to a message with one recipient, go to step 6.



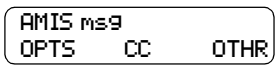

**5** If you are replying to a message that has more than one recipient:
press SNDR to send your reply only to the sender
or
press ALL to send your reply to all the people that received the message.




**6** Record your reply message.
The message you record must be longer than three seconds. The system times out after five seconds of silence.

**7** Press OK to end your recording.

**8** Press OK to accept your recording.
If you are using digital networking, the display in step 9 appears.
If you are using AMIS, go to step 10.




**9** Press OTHR to go to the next display and review or send the message as it is
or
press OPTS to assign message Delivery Options Certified, Urgent or Timed Delivery, or Private (available for VPIM recipients only)
or
press CC to send the message to another recipient.

**10** Press SEND to transmit the message.

**11** Press ☎ to end the session.

## To reply to a network message - CallPilot

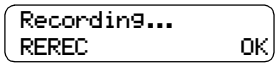
**1** Open your mailbox using ✆ 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.

**2** Press PLAY or 2 to play your new messages
or
press 6 to listen to your saved messages.

**3** After you listen to your messages, press RESP or 7 1.
If you press 7 1, go to step 5.

**4** Press REPLY or 7 1 to reply to the message
or
press FORW or 7 3 to forward the message
or
press 7 4 to reply to all the recipients of the message.

**5** Press REC or 5 to record a message.
The message you record must be longer than three seconds. The system times out after five seconds of silence.




**6** Press OK or # when you are done recording.
Press 7 0 if you want to add message options to the message.

**7** Press 7 9 to send the message.

**8** Press ☎ to end the session.

# Forwarding a Fax Message using Site-Based Addressing

**Note:** You can send and receive Fax messages only if the Fax option is available for your system. Ask your System Administrator if you can use Fax on your system. If Fax is available, ask your System Administrator for a list of Fax sites on your network.

If the receiving site cannot receive a Fax message, you receive Non Delivery Notification.

You can forward a Fax message that you received to a Site-Based Address and add an introductory voice message. The combined voice and Fax message appears as a Fax message in the destination mailbox.

You can also forward a received Fax message to a Network Delivery Mailbox. Refer to "Forwarding a Fax Message to a Network Delivery Mailbox" on page 18.

When you forward a Fax message, a new cover sheet is added to the original Fax message as part of the new message. However, if the Fax message already has a CallPilot generated Fax cover sheet, it is replaced by a new Fax forward cover sheet.

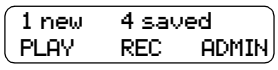
The cover sheet contains:

- the date and time the Fax is created
- the directory name and telephone number of the sender
- the telephone number of the recipient
- the Fax identification (ID) number
- the number of pages to follow

## To forward a Fax message using Site-Based Addressing - Norstar Voice Mail

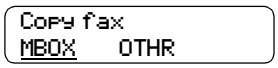
**1** Open your mailbox using [ ] 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.

**2** Enter your mailbox password and press OK or *.

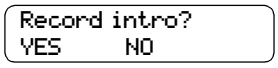



**3** Press PLAY or 2 to play your new messages
or
press 6 to play to your saved messages
until you find the Fax message that you want to forward.

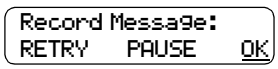
**4** Press COPY or 5.




**5** Press MBOX or 1 to forward the Fax message.



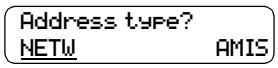

**6** Press YES or 1 to record an introduction to the Fax message
or
press NO or 2 if you do not want to record an introduction to the forwarded Fax message. and go to step 9.
The message you record must be longer than three seconds. The system times out after five seconds of silence.



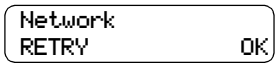

**7** Press OK to end the recording.

**8** Press OK to accept the recording.

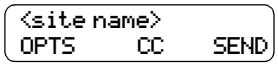
**9** Press # #.



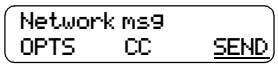

**10** Press NETW.
This display appears only if AMIS is enabled. If AMIS is not enabled, the display in step 12 appears.




**11** Enter the destination site prefix and the destination mailbox number and press OK.




**12** Press SEND to send the message as it is. Press OPTS to assign message Delivery Options Certified, Urgent or Timed Delivery. Press CC to send the message to another recipient.




**13** Press SEND to send the message now.

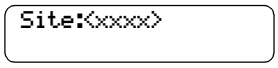
## To forward a Fax message using Site-Based Addressing - CallPilot

**1** Open your mailbox using [ ] [9] [8] [1].
Follow the voice prompts or the display button options to open your mailbox.

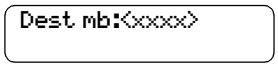
**2** Press [2] to play the current message
or
press [6] to play the next message, until you locate the Fax message you want to forward.

**3** Press [7] [3] to forward the message.

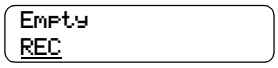
**4** Enter the destination site prefix and mailbox number and press OK or [#].



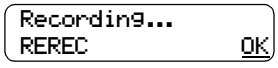

**5** The display shows the destination site name and mailbox number.



**6** Press DONE or [#].




**7** Press REC or [5].




**8** Press OK or [#].

**9** Press SEND or [7] [9].

# Forwarding a Fax Message to a Network Delivery Mailbox

**Note:** You can send and receive Fax messages only on CallPilot or Business Communications Manager systems that have the Fax option installed. Ask your System Administrator for a list of Fax sites on your network.

If the receiving site cannot receive a Fax message, you receive Non Delivery Notification.

You can forward a Fax message that you received to a digital networking Network Delivery Mailbox and add an introductory voice message that becomes part of the new message. The message appears as a Fax message in the destination mailbox.

You can also forward a received Fax message using Site-Based Addressing. For more information, refer to "Forwarding a Fax Message using Site-Based Addressing" on page 15.

A forwarded Fax message has a new cover sheet added to the original Fax message. However, if the Fax message already has a CallPilot-generated Fax cover sheet, it is replaced by the new Fax forward cover sheet.

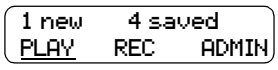
The new cover sheet shows:

- the date and time the Fax was created
- the directory name and telephone number of the sender
- the telephone number of the recipient
- the Fax identification (ID) number
- the number of pages to follow

## To forward a Fax message to a Network Delivery Mailbox - Norstar Voice Mail

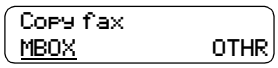
1 Open your mailbox using [ ] 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.

2 Enter your mailbox password and press OK or *.

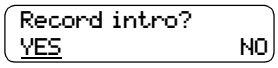



3 Press PLAY or 2 to play your new messages
or
press NEXT or 6 until you find the Fax message you want to forward.

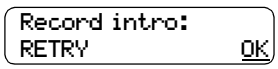
4 Press COPY or 5.




**5** Press MBOX or 1 to forward the Fax message.

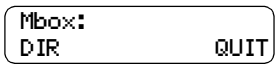



**6** Press YES or 1 to record an introduction to the Fax message
or
press NO or 2 if you do not wish to record an introduction to the forwarded Fax message and go to step 9.
The message you record must be longer than three seconds. The system times out after five seconds of silence.

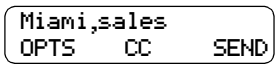


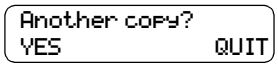

**7** Press OK to end the recording.

**8** Press OK to accept the recording.




**9** Enter the Network Delivery Mailbox number.




**10** Press SEND to send the message
or
press OPTS to assign message Delivery Options Certified, Urgent or Timed Delivery
or
press CC to send the message to another recipient.

Miami,sales is an example. The Network Delivery Mailbox name appears in the display.

## To forward a Fax message to a Network Delivery Mailbox - CallPilot

**1** Open your mailbox using ✆ 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.

**2** Press 2 to play the current message
or
press 6 to play the next message, until you locate the Fax message you want to forward.

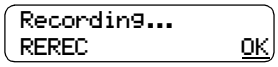
**3** Press 7 3 to forward the message.

**4** Enter the Network Delivery Mailbox number.

**5** The display shows the mailbox name.

**6** Press DONE or #.

**7** Press REC or 5 to record an introductory voice message.
The message you record must be longer than three seconds. The system times out after five seconds of silence.




**8** Press OK or #.

**9** Press SEND or 7 9.

# Adding special characters

Special characters are pauses or other dialing instructions that you can add if they are required to access the network or a telephone number.

Follow the voice prompts or press ADD to add special characters to a telephone number. A telephone number cannot be longer than 30 characters.

**Note:** If you are adding special characters, do not press the dialpad buttons # to enter a #, or * to enter a *. Press the button directly below the option on a two line display telephone, or listen to the voice prompts for how to enter these characters.

| Adding special characters to a telephone number | |
|---|---|
| **Press** | **Description** |
| 2 or DIGS* | to resume adding digits to the destination phone number |
| 3 or PAUS* | to enter a timed pause that appears as P on the display. Pauses are four seconds long. |
| 4 | to recognize dial tone (behind PBX). The Recognize Dial Tone special character appears as D on the display. |
| 5 (or OTHR #)* | to enter a # |
| 6 (or OTHR *)* | to enter a * |
| TONE* | to recognize dial tone (behind PBX). The Recognize Dial Tone special character appears as D on the display. |
| * | to cancel and retry |

*These options are for two line display telephones only. If you use a one line display telephone, use the keypad button shown.